

CONSUMER RETURNS POLICY

Chalmor are happy to refund or exchange any product* returned within 28 days of purchase, as long as it is returned in its original state/packaging and unused. Proof of purchase is required.

*This does not affect your STATUTORY rights if the product is faulty or not correctly described.

If you have purchased a product that you wish to return please contact us on 01587 748700 or simply return un-used along with the 'Product Return Note' within the 28 days to the address listed at the bottom of this page.

Please note that we reserve the right to send back items to you that have been returned to us after 28 days unless they are proved to be faulty.

Returning your Goods:

- You must return the goods within 28 working days from the day of delivery
- Goods must be returned unused and in their original packaging so they are able to be re-sold.
- Customers may open the packaging to inspect the product to make sure it is what they originally required, they must return goods without damaging or marking the product or packaging.

Chalmor may inspect the product and verify any fault before offering a spare, repair, replacement or refund.

Processing your return?

We aim to process all returns on the day they arrive with us. However sometimes it may not be possible, but your return will be dealt with within 14 working days.

We will issue a credit once we have received all relevant correspondence/Testing reports from all parties.

Who pays the postage on returned Items?

If you return something due to it being unsuitable, you will be responsible for the full postage costs.

If you return a faulty item, we will refund up to a maximum £10 carriage, however only if supported by proof of postage receipts. RETURNED GOODS SHOULD BE INSURED AND ON A TRACKING SERVICE AS CHALMOR ARE NOT LIABLE FOR ANY RETURNED GOODS THAT ARE LOST OR DAMAGED IN TRANSIT

What happens if my product arrives damaged?

Although we take every care to ensure your product arrives to you in pristine condition, on the rare occasion a product may get damaged in transit. If you do receive a damaged product please contact us on the day of delivery to advise us, where we will be more than happy to discuss all options with you.

Important Notice: For your own safety, if you think the product is faulty do not use it contact us directly.

Returned items are to be sent for the attention of the Returns Department to the address below:

Please remember include the completed Product Return Form (as attached)

PRODUCT RETURN NOTE



Please return any faulty or unwanted items using the address below:

Chalmor Limited
Unit 4 Telmere Industrial Estate
Albert Road
Luton
Bedfordshire
LU1 3QF

SECTION 1 (To be completed by Customer)

Contact Name:	Company Name	Advance Replacement Sent (yes / no)
Date Returned:	Date Ordered:	Order / Invoice No:
Tel:	Email:	

Please list below the item(s) for return and the reason(s) you are returning them

QTY	CODE	REASON FOR RETURN

Please instruct what action you would like for us to take and any other comments you have

SECTION 2 (For Office Use Only)

Notes

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